

# Comparisons of Job Characteristics

**Focus Occupation:** Insurance Claims and Policy Processing Clerks (43-9041)

**Associated Occupation:** Office Clerks, General (43-9061)

[Compare Knowledge](#)

[Compare Skills](#)

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[Compare Detailed Work Activities](#)

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<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 92

**Focus Occupation:** Insurance Claims and Policy Processing Clerks (43-9041)

**Associated Occupation:** Office Clerks, General (43-9061)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Clerical	7.3	20.8	17.3	<<	Extensive education and/or training may be required
Customer and Personal Service	11.3	14.7	19.6	>>	Current knowledge level is likely more than sufficient
English Language	11.2	11.9	13.2	>	Current knowledge level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 95

**Focus Occupation:** Insurance Claims and Policy Processing Clerks (43-9041)

**Associated Occupation:** Office Clerks, General (43-9061)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Active Listening	11.0	11.5	12.3	0	Current skill level may be sufficient
Reading Comprehension	10.7	11.5	11.1	0	Current skill level may be sufficient
Service Orientation	7.9	8.7	8.2	0	Current skill level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Abilities

Similarity of Focus Occupation to Associated Occupation: 96

**Focus Occupation:** Insurance Claims and Policy Processing Clerks (43-9041)

**Associated Occupation:** Office Clerks, General (43-9061)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Speech Clarity	10.2	10.7	10.5	0	Current ability level may be sufficient
Speech Recognition	9.9	10.3	11.7	>	Current ability level is likely sufficient
Written Expression	9.8	9.8	10.0	0	Current ability level may be sufficient
Number Facility	6.3	7.1	7.9	>	Current ability level is likely sufficient
Mathematical Reasoning	6.3	6.7	7.4	>	Current ability level is likely sufficient
Memorization	5.6	5.8	4.7	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 75

**Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)**

**Associated Occupation: Office Clerks, General (43-9061)**

Work Activities	Exclusivity of Activity
Compute financial data	53
Distribute correspondence or mail	76
Examine documents for completeness, accuracy, or conformance to standards	64
Fill out business or government forms	42
Maintain inventory of office forms	71
Maintain records, reports, or files	5
Maintain telephone logs	74
Obtain information from individuals	24
Operate business machines	68
Provide customer service	14
Take messages	68
Transcribe spoken or written information	74
Type letters or correspondence	78
Use computers to enter, access or retrieve data	3
Use oral or written communication techniques	1

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 93

**Focus Occupation: Insurance Claims and Policy Processing Clerks (43-9041)**

**Associated Occupation: Office Clerks, General (43-9061)**

Tools and Technologies	Exclusivity
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Business function specific software	1
Calculating machines and accessories	3
Computers	1
Content authoring and editing software	1
Content management software	6
Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Network applications software	1
Typing machines and accessories	25

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.